



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending December 31, 2005**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.06	5.17	5.52	5.25
B. Operator Answer Time - Information [730.510(a)(1)]	3.26	3.30	3.46	3.34
C. Repair Office Answer Time [730.510(b)(1)]	10.00	14.00	9.90	11.30
D. Business or Customer Service Answer Time [730.510(b)(1)]	43.00	34.00	67.00 *	48.00
E. Percent of Service Installations [730.540(a)]	97.00%	99.00%	97.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.13%	95.54%	97.20%	96.59%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.50	1.50	1.30	1.43
H. Percent Repeat Trouble Reports [730.545(c)]	16.00%	14.00%	17.00%	15.45%
I. Percent of Installation Trouble Reports [730.545(f)]	2.00%	5.00%	2.00%	2.80%
J. Missed Repair Appointments [730.545(h)]	35	38	47	40
K. Missed Installation Appointments [730.540(d)]	55	14	50	40

**Comments**



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